

News Release

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AMERICAN WATER APPOINTS KEY EXECUTIVE Epsen Fuller/IMD Retained on the Search

Morristown, N.J. (April 30, 2009) – Executive search firm, Epsen Fuller/IMD International Search Group is pleased to announce the appointment of Margaret A. Neafsey as Vice President, Customer Service for American Water Works Service Co. in New Jersey.

This is a critical role for the company leading all aspects of the customer service centers in Alton, Illinois and Pensacola, Florida and is the primary interface to senior leadership team and the nineteen regulated state presidents on all strategic and tactical issues relative to customer service. Meg graduated from Kean College with a BS, Management Science and has an MBA from Georgian Court College.

Epsen Fuller/IMD International Search Group was retained on this assignment, which was led by client partner, John Jazylo, with the assistance of principal, Conni Bullock.

About American Water

Founded in 1886, American Water (www.amwater.com) provides water and wastewater services to approximately 15.6 million people in 1,600 communities, with operations in 32 states in the US and Ontario, Canada. American Water is the largest investor-owned water and wastewater utility in the United States. The company employs approximately 7,000 people who are committed to customer service, operational excellence and the delivery of high-quality, reliable drinking water, safe and effective wastewater treatment and release and other water-related management services.

About Epsen Fuller/IMD International Search Group

Headquartered in New York, Epsen Fuller/IMD International Search Group, www.epsenfuller.com, is one of the top 15 global search firms with more than 40 offices and 150 consultants in 28 countries. With global reach and borderless search capability, Epsen Fuller/IMD conducts assignments for senior management talent throughout the technology, communications & media, aerospace & defense, healthcare & life sciences, consumer products and luxury goods, retail, and financial and professional services industries.